

information will also continue to be available in all SBC/Ameritech service areas using the Customer Service Information Inquiry.

Dispatch Inquiry

The Dispatch Inquiry will be available in all SBC/Ameritech service areas via the uniform application to application and GUI interfaces. This inquiry indicates when the dispatch of an SBC/Ameritech technician is required for residential service ordered on a local service request. Dispatch is based on the existence of cut-through facilities and assists the CLEC in determining the due date that may be quoted to the end user. Although similar functionality is available currently in all service areas, this standalone inquiry will be first introduced in the Ameritech and SNET service areas with deployment of the uniform application to application and GUI interfaces.

Due Date Inquiry

The Due Date Inquiry will continue to be available in all SBC/Ameritech service areas, and will be available via both the uniform application to application and GUI interfaces. This inquiry allows for the identification of available premise visit dates for services to be ordered on a local service request. If alternate dates are requested, the next available and twenty-nine alternative dates will be returned.

Feature/Service Availability Inquiry

The Feature/Service Availability Inquiry, which provides information regarding the availability of specific features and services at a particular local serving office switch, will be available in all SBC/Ameritech service areas via the uniform application to application and GUI interfaces. Available features will be identified using USOCs, which vary between service areas due to product and tariff differences. This inquiry will be first introduced in the Ameritech service area as part of the functionality addition to the current EDI interface in April 2000. This same Feature/Service Availability information will also continue to be available in all service areas as a Data Validation file.

Network Channel/Network Channel Interface (NC/NCI) Inquiry

The Network Channel (NC) and Network Channel Interface (NCI) Codes Inquiry will be available in all SBC/Ameritech service areas via the uniform application to application and GUI interfaces. This inquiry provides for the validation of Network Channel (NC) and Network Channel Interface (NCI) codes and their combinations prior to submitting a local service request. This inquiry will be first introduced in the Ameritech service area as part of the functionality addition to the current EDI interface in April 2000, and first available in the SNET service area with the implementation of the uniform application to application and GUI interfaces in that service area.

Pending Order Status Inquiry

The Pending Order Status Inquiry will be available in all SBC/Ameritech service areas via the uniform application to application and GUI interfaces. A list of pending service order information will be provided by working telephone number and detailed service order information will be available using multiple search criteria. This inquiry will be first introduced in the Ameritech and SNET service areas with the implementation of the uniform application to application and GUI interfaces in those service areas.

PIC/LPIC Inquiry

The PIC/LPIC Inquiry provides a list of current Primary Interexchange Carrier (PIC) and IntraLATA Primary Interexchange Carrier (LPIC) codes for carriers providing service at a particular local serving office switch. This inquiry will be available in all SBC/Ameritech service areas via the uniform application to application and GUI interfaces. PIC/LPIC Inquiry will be first introduced in the SNET service area with the implementation of the uniform application to application and GUI interfaces in that service area. This same information will continue to be available in all service areas as a Data Validation file. This inquiry will be available to the CLECs as part of the Customer Service Information Inquiry and as a stand-alone query to provide a list of available PIC/LPIC choices for the serving offices⁸⁴.

Telephone Number Availability

The Telephone Number Availability function will be available in all SBC/Ameritech service areas via the uniform application to application and GUI interfaces. The Telephone Number Availability functions supported in the uniform application to application and GUI interfaces will be inquiry, reservation, confirmation, and cancellation. The maximum number of available telephone numbers returned in response to an inquiry will be ten, the quantity of telephone numbers that can be reserved in a single transaction will be one, and the telephone number reservation period will be standardized at thirty calendar days.

Table 18:

Inquiry	Uniform Application to Application and GUI Interface
Address Validation	Numbered, Unnumbered, Unnamed, Descriptive inquiry
	WTN inquiry
Common Language Location Identifier (CLLI)	CLLI inquiry
Connecting Facility Assignment (CFA)	CFA inquiry
Customer Service Information (CSI)	ATN inquiry
	WTN inquiry
Data Validation Files	SAG, PIC/LPIC, Features/Services, Yellow Page Headings, USOCs
	Direct:Connect, CD-ROM, Download via GUI
DSL Pre-qualification Inquiry	Pre-qualification inquiry
DSL Loop Qualification	Loop Qualification inquiry
Directory Listing Inquiry	ATN inquiry
	WTN inquiry
Dispatch	Dispatch inquiry
Due Date Inquiry	Inquiry
	Next available due date and 29 alternate dates available

⁸⁴ AT&T Language Issue 64 (CLOSED)

Inquiry	Uniform Application to Application and GUI Interface
Feature/Service Availability	List of Features/Services by USOC
NC/NCI Validation	Validation inquiry
Pending Order Status	Pending inquiry
PIC/LPIC List	Code inquiry Data Validation File
TN Availability	Inquiry 10 TNs
	Reservation 1 TN
	Confirmation
	Cancellation

C. Ordering

All SBC/Ameritech service areas will implement a single uniform application to application ordering interface that is fully integratable with the uniform application to application preorder interface described in Section III(B) above.⁸⁵ The uniform ordering application to application interface will be referred to as the "application to application interface" in the remainder of this ordering section of this plan.

All SBC/Ameritech service areas will implement a uniform GUI to access ordering functions. The presentation of the GUI, which will be an enhanced version of the existing LEX application offered in the SWBT and PB/NB service areas, will make use of the terminology employed in OBF LSOG 4, and have functionality similar to that offered via the uniform application to application interface. Attached to this document is the User Guide for the existing LEX application (see Attachment D). The uniform ordering GUI, which includes the common platform components providing the functionality delivered via the actual interface to the CLEC,⁸⁶ will be referred to as the "GUI" in the remainder of this ordering section of this plan.

The uniform versions of the application to application and GUI interfaces will be deployed in multiple phases as set forth in the Implementation Phase Work Schedule contained in Section III(I).⁸⁷ SBC is committed to maintaining the GUI interface in sync with the application to application interface⁸⁸.

Uniform Ordering Message Flow

997 Transaction

All service areas currently return a 997 transaction to the CLEC to acknowledge the receipt of data transmission and expect a 997 transaction in response to transactions set to the CLEC. This practice will be continued in the uniform application to application interface. SBC/Ameritech will return both positive and negative 997 transactions in all of its service areas immediately for all EDI transactions received from CLECs⁸⁹.

850/855 Transactions

In the uniform environment, an 850 transaction will be sent to initiate a typical ordering process. A positive or negative response is returned via an 855 transaction to communicate the disposition of the request. If the request is error free, a positive response is sent in the form of a Firm Order Confirmation (FOC). If errors are detected, a negative response is sent in the form of error information detail.

⁸⁵ AT&T Language (AGREED)

⁸⁶ Birch Language (AGREED)

⁸⁷ AT&T Language (AGREED)

⁸⁸ Issues 222 (TA) and 223 (DO)

⁸⁹ AT&T Language (AGREED) & Issue 189, 190 (CLOSED)

Two types of errors, fatal or super fatal, may be encountered in the negative response. Fatal errors will be corrected by the CLEC sending an 860 transaction in the form of a supplement correcting the error. Super fatal errors will be corrected by the CLEC sending another 850.

The 855 transaction will only be used to return a response to the 850 in the format of an FOC or error notification.

Except for super-fatal errors, if an error notification is sent, SBC/Ameritech will scan the entire order and notify the CLEC in one 855 transaction of all the errors found and the definitive reject reasons by field. SBC/Ameritech will no longer send 855 advice transactions, even for orders of 50 lines or more.⁹⁰

860/865 Transactions

In the uniform environment, all 860 transactions will be utilized to effect a change using the full refresh process, meaning that all unchanged information from the original request is included in the supplement along with the changed information,⁹¹ or to respond to a negative 865 transaction to correct errors on an 860. The 865 will be used for returning confirmation notices (FOCs and SOC's), error notices on 860 transactions, jeopardy notification notices and to advise CLECs of customer impacting provider initiated changes.

Uniform Product Ordering

SBC/Ameritech has established a process, described in the following paragraphs,⁹² for evaluating the ordering requirements of its various existing interfaces and the appropriate industry standards and guidelines to enable the development of specifications for the uniform ordering application to application interface.

Fields that identify who the customer is, how the request is tracked, and what services and activities are being requested, will be made uniform, e.g. use of USOCs to order features rather than SOSC codes, uniform use of NC, NCI, SECNCI combinations, and use of uniform activity types. In addition, SBC/Ameritech will provide USOC information identifying which USOCs will be uniform across the 13 state region, as well as region specific USOC information. An SBC/Ameritech team has been established to review USOC codes for ordering local services across the 13 state region in conjunction with the Business Rules POR. A comprehensive plan to arrive at uniform USOCs, except for differences due to state regulatory required product definition issues, will be a subject of that Business Rule POR.⁹³

The uniform application to application and GUI interfaces will be adapted to accommodate any product submitted electronically. This includes Resale, Loop, Number Portability, Loop with Number Portability, Port, Loop with Port combination as well as varieties of these products. Product

⁹⁰ Issue 89 & AT&T Language (CLOSED)

⁹¹ Issue 93 (CLOSED) & 134b (TA)

⁹² Issue 194 (CLOSED)

⁹³ Issue 53 (CLOSED)

availability will not change due to implementation of the uniform interfaces, i.e. some products below may not be offered in all service areas.

When OBF guidelines exist, and where the product is offered, the ordering process for the product will follow the OBF guideline unless otherwise agreed by the CLECs as part of the SBC/CLEC Collaborative on Category IV Data as set forth in Section III(I). If no OBF guideline is available, and the product is offered in multiple service areas, a uniform SBC/Ameritech guideline will be developed which will encompass regional provisioning needs as part of the SBC/CLEC Collaborative on Category IV Data as set forth in Section III(I) in accordance with the PORCMP⁹⁴. If no OBF guideline is available and the product is offered in only one service area, existing regional guidelines will remain in place.

Ordering of all product varieties listed in the table below will be supported by the uniform application to application and GUI interfaces. The table also indicates which service areas offer each product, and whether an OBF guideline for ordering of that product currently exists.

Table 19:

PRODUCT VARIETIES	OBF GUIDELINE	SWBT	PB/NB	Ameritech	SNET
RESALE					
• Resale Basic Exchange	X	X	X	X	X
• Resale Centrex	X	X	X	X	X
• Resale Private Line	X	X	X	X	X
• Resale ISDN PRI		X	X	X	X
• Resale ISDN BRI		X	X	X	X
• Resale Advance Digital Trunking Services (DS1 Trunk)		X	X	X	X
• Resale Base Rate Service (56kb)				X	X
• Resale DS1, DS3 (Line Side)		X	X	X	X
• Resale DID	X	X	X	X	X
• Resale PBX	X	X	X	X	X
• Resale Foreign Exchange			X	X	X
• Resale Off Premise Extension		X	X	X	X
• Resale Coin		X	X	X	X
PORT					
• Basic Port	X	X	X	X	X
• Centrex Line Port		X	X	X	
• Analog Trunk Port		X	X	X	X
• DID Trunk Port		X	X	X	X
• BRI Line Port		X	X	X	X
• PRI Trunk Port		X	X	X	
• DS1 Trunk Port		X	X	X	
• DS1 Network Port		X		X	
LOOP with PORT Combo ⁹⁵	X	X	X	X	X
LOOP					
• Basic Loop	X	X	X	X	X
• Includes ISDN, xDSL, PBX, DS1	X	X	X	X	X
• Loop Transport Combination ⁹⁶		X	X	X	
NUMBER PORTABILITY					
• Stand-alone	X	X	X	X	X

⁹⁴ AT&T Language (AGREED)

⁹⁵ "Loop with Port Combo" includes combinations of loops with ports consistent with state specific Interconnection Agreements. - Issue 247 (CLOSED)

⁹⁶ AT&T Language & Issue 91 (DO)

PRODUCT VARIETIES	OBF GUIDELINE	SWBT	PB/NB	Ameritech	SNET
• With Loop	X	X	X	X	X
MISC					
• Listings	X	X	X	X	X

Processes for the Listing and E-911 services associated with ordering products listed above have been analyzed in concert with the product offerings. Service area-specific differences do exist on the basis of tariff product offerings and contract arrangements with publishing companies as described in the PMO section of this document. CLECs can provide Directory Listings and Yellow Page Headings or E-911 information not included in the Resale or UNE product offerings either directly to the Directory or E-911 service provider or through the uniform ordering application to application and GUI interfaces.⁹⁷

The data field-level specifications for the uniform ordering interfaces will be developed with CLEC input as set forth in the Implementation Phase Work Schedule contained in Section III(I) in accordance with the PORCMP. These specifications will be provided and used to collaboratively construct interface specifications that are formatted consistent with industry guidelines⁹⁸ as shown in the sample specifications (Attachment C).

The existing ordering application to application interface offered by SBC/Ameritech, the LEX GUI application available in the SWBT and PB/NB service areas, will be enhanced during 2000 specifically with respect to the ordering of unbundled DSL-capable loops. These enhancements come in response to the FCC's Line Sharing Order (Third Report and Order in Docket 98-147 and Fourth Report and Order in Docket 96-98), CLEC requests, and in response to requirements in the FCC's SBC/Ameritech Merger Conditions on the ordering of unbundled DSL-capable loops. SBC/Ameritech continues to discuss and provide information on these enhancements through the PORCMP.

⁹⁷ Issue 125 (CLOSED)

⁹⁸ AT&T Language (AGREED)

D. Provisioning

As described in the PMO, based on the nature of the function, some provisioning functions are made available via the pre-ordering interfaces while others are made available via the ordering interfaces. Therefore, the uniform version of these provisioning functions will be available in each service area as the uniform interfaces are delivered as set forth in the Implementation Phase Work Schedule contained in Section III(I).⁹⁹

Jeopardy Notification

Jeopardy Notification is used when alerting the CLEC that a situation has been encountered in the provisioning of an order that will potentially cause the confirmed due date to be missed. Jeopardy notification will continue to be provided in all SBC/Ameritech service areas. It will be available via the uniform ordering application to application interface using the 865 transaction, and will be a function of the uniform ordering GUI interface.

Service Order Completion

Service Order Completion, which is a notification to the CLEC that the work requested on a previously provided purchase order (or request) has been completed, will continue to be provided by all SBC/Ameritech service areas via the uniform ordering application to application interface using the 865 transaction, and will be a function of the uniform ordering GUI interface. A Service Order Completion will also apply to orders for directory listings. SBC/Ameritech will implement the fielded order completion standard as established by ATIS.¹⁰⁰

Loss Notification

All SBC/Ameritech service areas will continue to provide Loss Notification. This notification alerts the CLEC that a change requested by another Telecommunications Carrier (TC) has been completed and, as a result, the Local Service Provider associated with a given telephone number has been changed. It will be provided via the uniform ordering application to application interface using the 836 transaction, and will be available via the uniform ordering GUI interface. The current loss notification processes via industry standard CARE record format will remain in effect until full implementation and testing of the proposed Loss Notification process is completed. The Loss Notification process will be developed as set forth in the Implementation Phase Work Schedule contained in Section III(I) in accordance with the PORCMP.¹⁰¹

Pending Order Status

Pending Order Status will be available in all SBC/Ameritech service areas via the uniform pre-ordering application to application and GUI interfaces. This will be the introduction of this function in the Ameritech and SNET service areas.

Posted Order Status

Posted Order Status will continue to be available in the SWBT service area via the uniform pre-ordering application to application and GUI interfaces. Since the capability to provide this function does not currently exist within Ameritech, PB/NB, and SNET, and it is therefore also not available to

⁹⁹ AT&T Language (AGREED)

¹⁰⁰ AT&T Language & Issue 251 (DO)

¹⁰¹ AT&T Language (AGREED)

retail customer service representatives in those service areas, it will not be made in those service areas.

Provisioning Order Status

Provisioning Order Status will be available in all SBC/Ameritech service areas via the uniform pre-ordering application to application and GUI interfaces. This will be the introduction of this function in the Ameritech and SNET service areas. The input and output fields for this function will be made uniform to the extent allowed by the service order data available in the source backend OSS.

The following table lists preorder, order, and provisioning interfaces planned to be available by region. This also includes the backend systems to which CLECs have direct access. In response to business conditions outside this plan, SBC/Ameritech has plans to retire certain proprietary or regional interfaces. Since these systems and/or interfaces will exist through some if not all of this plans duration, they are listed in this table and identified by an "*" asterisk. Since the uniform interfaces proposed in this plan will provide standards-based functionality equivalent or superior to this other regional or proprietary interfaces currently offered by SBC/Ameritech, it is envisioned that other interfaces may be retired in the future. TCNET preorder and portions of MSAP are interfaces that SBC does intend to retire. The date of such interface retirement will be set based on the retirement process in the 13 state Change Management Process with consideration of the impact on the existing users of the interfaces.

Table 20:

SYSTEM	SWBT	PB/NB	SNET	Ameritech	Proprietary /Retail	Interface Function
GUI INTERFACE						
Order Status	X	X	X	X		Provisioning
Provisioning Order Status (POS)	X	X	X	X		Provisioning
EASE/BEASE	X				X	Preorder/Order
Starwriter*		X (PB only)			X	Preorder/Order
CCTools / W-CIWin			X		X	Preorder/Order
CESAR On-line*		X				Preorder/Order
CPSOS-Prequal (SWB)*	X				X	Preorder
TCNet Preorder				X		Preorder
Enhanced Verigate	X	X	X	X		Preorder
3B			X		X	Order
Enhanced LEX	X	X	X	X		Order
PBSM*		X			X	Order
W-SNAP			X		X	Order
GATEWAY INTERFACE						
MSAP			X			Preorder/Order/ Maint& Repair
EDI Preordering	X	X	X	X		Preorder
CORBA	X	X	X	X		Preorder
DataGate	X	X				Preorder
CESAR*		X				Order

EXACT	X	X	X	X		Order
EDI Ordering	X	X	X	X		Order
E911 Gateway		X				Order
LIDB	X	X	X	X		Order
Listings Gateway		X				Order
RMI (Resale Mechanized Interface)*		X				Order
DIRECT ACCESS						
PREMIS (PACBELL)		X			X	Preorder
SORD	X	X			X	Preorder/Order/ Provisioning
OTHER						
Telis	X	X	X	X		Order

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E. Maintenance and Repair

A single uniform application to application maintenance and repair interface will be available for all SBC/Ameritech service areas, and will have the same functionality as the current EBTA interface offered in the Ameritech service area¹⁰³ plus the enhancements identified in this plan. This application to application interface will support the set of data attributes defined by the standards in a manner consistent with those standards. This list of supported attributes is contained in a table later in this Maintenance and Repair section of this document. Existing Joint Implementation Arrangements (JIA) documents will be renegotiated by May of 2001, with the goal of moving toward a single uniform Generic Implementation Guideline (GIG) supported by the Electronic Communication Implementation Committee (ECIC). SBC will propose for this negotiation, a uniform GIG which attempts to achieve uniformity in implementation and the processes surrounding use of this interface. Release requirements documents for the application to application interface will be provided to all CLECs in a uniform format across all regions in May 2001. Release requirements documents and user guides for the GUI interface will be provided to all CLECs in a uniform format across all regions in August 2001.¹⁰⁴

SBC/Ameritech will also continue to offer a GUI interface for maintenance and repair in all service areas. The uniform GUI application offered by SBC/Ameritech will be similar in functionality and presentation to the EBTA GUI available in the Ameritech service area. The GUI will provide a uniform presentation to end users in all service areas, and have functionality equivalent to that of the uniform EBTA application-to-application interface. The circuit inventory information currently provided in the SWBT service area will continue to be provided in the SWBT service area as a part of the uniform GUI interface, however, that functionality will not be made available in the other regions because that functionality depends on a database that only exists within SWBT. Binding post information in Pacific Bell will continue to be made available within Pacific Bell as part of the uniform GUI interface, but will not be made available to the other regions as Pacific Bell is the only region that allows CLECs direct access to terminals instead of providing NIDs.¹⁰⁵

As a first phase toward the uniform application to application and GUI interfaces, SBC/Ameritech will enhance its current application to application interface and GUI in the Ameritech service area in second quarter of 2000. The following business functionality will be added:

- MLT Testing functionality for application to application and GUI

This will enable CLECs to test resold POTS and loop with port combinations¹⁰⁶. This will allow a faster determination of the trouble source without Ameritech manual intervention. This ability will allow a CLEC to test the loop while the customer reporting the trouble is still on the call.

¹⁰³ Issues 155 and 164 (CLOSED)

¹⁰⁴ Issue 169 (CLOSED)

¹⁰⁵ Issue 156 (CLOSED)

¹⁰⁶ Issue 165 (CLOSED)

The application to application interface will be compliant with the ANSI T1.262 industry standard. The EBTA GUI will provide equivalent functionality.

- GUI edits to conform to TRFD3 (ECIC Trouble Report Format Definition)

This enhancement will reduce the amount of information necessary to report trouble on a POTS or loop with port line by using enhanced industry guidelines. This will simplify and streamline the process for reporting troubles through the GUI, and will give the GUI functionality equivalent to that of the application to application interface. The GUI will also support repair activities on UNE-P.¹⁰⁷

- GUI Activity Duration window to show billable hours

The Activity Duration window will provide the CLEC with information on what type of repair activity occurred (e.g., dispatch, after hours repair) while clearing a special services trouble. This will supply details on the duration of each activity and whether or not it was billable, and will give the GUI functionality equivalent to that of the application to application interface.

MLT testing will be made available in the Ameritech service area in April 2000. The other two changes, the TRFD3 edits and the Activity Duration window enhancement, will be made available in June 2000.

As a further step toward uniform functionality, SBC/Ameritech will enhance its application to application and GUI interfaces in the SWBT and PB/NB service areas to support the abbreviated identification code for message trunks, commonly referred to as the "2/6 code". This change will be made in the SWBT service area in September 2000 and in the PB/NB service area in June 2001.

The final step to uniformity will be the deployment in each service area of an updated version of the EBTA application to application interface and the enhanced EBTA GUI interface. These interfaces will be deployed in the SWBT, PB/NB, and Ameritech service areas in September 2001 and in March 2002 in the SNET service area. As previously described, the updated version of the application to application interface will support the standard set of attributes in a manner consistent with industry standards. The uniform GUI interface will support a consistent set of functions in all service areas. Further, the ability to enter a trouble report and MLT test a line will be provided immediately following service order completion in the Legacy Service Order system that feeds the MLT database (as identified in the Table to be created during the detailed discussions outlined in the Implementation Phase Work Schedule in Section III(I) of this plan). This will apply to both the application to application interfaces and the GUI. This change eliminates the overnight batch interval previously needed before trouble reports could be entered and testing could be performed on non designed services¹⁰⁸. Further, for troubles experienced prior to 5pm (based on the regional location of the service address), on the due date of the Service Order, SBC agrees to a uniform manual reporting process for all regions. This process will specify that troubles related to Service Orders for all services and facilities other than UNE-P, will be reported to the Local Service Center (LSC). After 5pm on the due date, troubles are to be manually reported to the Local

¹⁰⁷ AT&T language (AGREED)

¹⁰⁸ Issue 158 (CLOSED)

Operations Center (LOC). Troubles related to UNE-P are always to be reported to the LOC. To further clarify the Centers associated with the LOC, SBC will provide a cross-referenced table as a part of the documentation related to this process, SBC agrees to provide documentation in the CLEC customer handbooks supporting this process and have this process fully implemented no later than August 1, 2000.¹⁰⁹ The set of functions is detailed in Table 22¹¹⁰.

The following table details the data attributes that will be supported by the uniform application to application interface:

Table 21:

ATTRIBUTE LABEL	Uniform Interface
ActivityDuration	Supported with Limitations (Delayed Maintenance and No Access only) ¹¹¹
AdditionalTroubleInfoList	Supported per Standard
AdditionalTroubleStatusInfo	Supported per Standard
AgentContactPerson	Supported per Standard
AuthorizationList	Supported per Standard
CalledNumber	Supported per Standard
CancelRequestedByManager	Supported per Standard
CloseOutNarr	Supported per Standard
CommitmentTime	Supported per Standard
CommitmentTimeRequest	Supported per Standard
CloseOutVerification	Supported per Standard
CustTroubleTickNum	Supported per Standard
CustomerWorkCenter	Supported per Standard
EscalationList	Supported per Standard
AlocationAccessAddress	Supported per Standard
ZlocationAccessAddress	Supported per Standard
AlocationAccessHours	Supported per Standard
ZlocationAccessHours	Supported per Standard
aLocation Access Person	Supported per Standard
ZlocationAccessPerson	Supported per Standard
MaintServiceCharge	Supported per Standard
ManagedObjectInstance	Supported per Standard
managedObjectInstAliasList	Supported per Standard
managerContactPerson	Supported per Standard
perceivedTroubleSeverity	Supported per Standard

¹⁰⁹ Issue 163 (CLOSED)

¹¹⁰ Issue 170 (DO)

¹¹¹ Issue 161 (CLOSED)

ATTRIBUTE LABEL	Uniform Interface
preferredPriority	Supported per Standard
receivedTime	Supported per Standard
repeatReport	Supported per Standard
restoredTime	Supported per Standard
troubleClearancePerson	Supported per Standard
troubleDetectionTime	Supported per Standard
troubleFound	Supported per Standard
troubleReportFormatObjectPtr	Supported per Standard
troubleReportFormatIdentifier	Supported per Standard
troubleReportID	Supported per Standard
tRMustBePresentAttrIdList	Supported per Standard
tRMayBePresentAttrIdList	Supported per Standard
troubleReportState	Supported per Standard
troubleReportStatus	Supported per Standard
troubleReportStatusTime	Supported per Standard
trouble Report Status Window	Supported per Standard
trouble Type	Supported per Standard
tsp Priority	Supported per Standard
customerInfo	Supported per Standard

The following table details the business functions that will be supported by the GUI interface. The information input into the GUI's fields will be mapped to the same locations, in the back end OSS, as the application to application interface.

Table 22:

FUNCTION	EBTA GUI
Create	
Circuit Types	Telcordia valid circuit ids
Access Hours	test and premise access hrs
Narrative	Yes
Trouble Type	Yes
Dispatch Authorization	Yes
Contact information	Yes
TSP Priority	Yes
Status Interval	Yes
Comments /Notes	Yes
Cancel	Yes
Modify info after create	Yes
Messaging	Yes
Get Status (refresh)	Yes
Modify	Yes
Proactive Statusing	Yes
Escalations	Yes
Clear / Close	Yes
Trouble History	Yes
MLT Test	Yes
Status notification	Yes
Estimated Repair Time	Yes
WEB Version	Yes
Circuit Security Supports MCN, ACNA, or CCNA	Yes

Close out Narrative	Yes
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F. Billing

Billing as delivered by SBC/Ameritech is substantially in accordance with the applicable industry standards and guidelines. For example, Bill Data Tape (BDT) output standards are mature, since they have been used for access billing for several years. The use of BDT in SBC/Ameritech is largely consistent with those standards. The industry evolved ahead of the formulation of industry EMI guidelines, so variations from current guidelines exist in the EMI implementations in the various SBC/Ameritech service areas. SBC/Ameritech will align the essential elements of these EMI implementation attributes consistent with industry guidelines and direction. Ameritech and SNET adopted a former Telcordia standard for Resale electronic bill presentation, while the EDI 811 transaction set is used for this purpose in the SWBT and PB service areas. All service areas will now adopt the EDI 811 transaction set for this purpose.

The management of billing issues is currently a new business item under the 13-state draft CMP. Should the CMP draft team reject inclusion of Billing in CMP, SBC will then establish a Billing Forum no later than October, 2000.¹¹²

Billing Data Tape (BDT)

All SBC/Ameritech service areas produce BDT that is consistent with the most current version of the applicable guidelines.

All service areas adhere to the Technical Review Group (TRG) version release schedule. Version releases are implemented twice per year during two separate industry established three-month periods. All service areas are currently producing Version 32 Billing Data Tapes. Connect:Direct and/or Network Data Mover (NDM) will continue to be offered as the means for bill delivery. These similar technologies will continue to be available on an either/or basis, as they are today¹¹³.

Exchange Message Interface (EMI)

SBC/Ameritech will standardize throughout its service areas on the suite of resolved OBF issues that target the local market. Detail on provisions for these OBF issues will be documented in a single SBC/Ameritech user guide that will encompass all SBC/Ameritech service areas by 8/2000¹¹⁴. SBC/Ameritech will also provide consistent 60-day notification of planned EMI changes prior to the scheduled implementation date via the Accessible Letter process. SBC/Ameritech will continue to provide the same Usage Data Packaging currently offered. These modifications to the SBC/Ameritech implementations of EMI will be implemented in the SWBT, PB/NB, and Ameritech service areas in April 2001, and in the SNET service area in October 2001.

¹¹² Issue 182d (Closed)

¹¹³ Issue 172 (Closed)

¹¹⁴ Issue 173 (Closed)

Media Delivery methodology will be made uniform. Connect:Direct (or the equivalent Network Data Mover (NDM) where it is already deployed)¹¹⁵, File Transfer Protocol (FTP), and magnetic tape will be offered. This uniformity in media offered will be effective in the SWBT, PB/NB, and Ameritech service areas in August 2000, and in the SNET service area in February 2001.

¹¹⁵ Issue 179 (CLOSED)

To provide consistency in application of industry guidelines, SBC/Ameritech will provide the modifications as shown on the following table:

Table 23:

Function	Proposed Future Method of Operation	Work Required			
		SWBT	PB/NB	SNET	Ameritech
Bill Media & Version					
<i>EMI records sent to CLECs in Daily Usage Extract:</i>					
Header/Trailer	202401/02 Also implement new 2024xx/xx H/T's	Eliminate 202001/02 and 202101/02 Implement new 2024xx/xx H/T's	Eliminate 202101/02 and 202109/10 Implement 202401/02 Implement new 2024xx/xx H/T's	Eliminate 202101/02 Implement 202401/02 Implement new 2024xx/xx H/T's No change required.	Implement new 2024xx/xx H/T's
Toll	10-01-01	No change required.	No change required.	No change required.	No change required.
Specialized Services - Custom calling features	10-01-18	No change required.	No change required.	Move Class Features from 10-01-18 record to 10-01-19	No change required.
New Class feature record	10-01-19	Move Class Features from 10-01-18 record to 10-01-19	No change required.	No change required.	Move Class Features from 10-01-18 record to 10-01-19
Local	10-01-31	No change required.	No change required.	No change required.	No change required.
D/A	10-01-32	No change required.	No change required.	No change required.	No change required.
Operator Verification	10-01-35	No change required.	No change required.	No change required.	No change required.
Operator Interrupt	10-01-37	No change required.	No change required.	Eliminate 03-01-01 records and implement 41-xx-xx records.	No change required.
Credits	41-xx-xx	Eliminate 03-01-01 records and implement 41-xx-xx records.	Eliminate 03-01-01 records.	No change required.	No change required.
Switched Data services	01-01-62	No change required.	Implement 01-01-62		Implement 01-01-62
<i>UNE Specific Records:</i> CABS MTS, Terminating IntraLATA UNE	110101	No change required.	Implement UNE consistently throughout SBC/Ameritech using the EMI records listed in the FMO.	Implement UNE consistently throughout SBC/Ameritech using the EMI records listed in the FMO.	Implement UNE consistently throughout SBC/Ameritech using the EMI records listed in the FMO.
UNE Originated, International Terminated	110201				
Terminating Local	110131				

Function	Proposed Future Method of Operation	Work Required			
		SWBT	PB/NB	SNET	Ameritech
UNE	110132				
D/A (carrier involved)	110120				
Terminating Access	110125				
Originating 800	110126				
Originating 500					
Guidelines	SBC/Ameritech follows OBF EMI format. OBF issues are evaluated by SBC/Ameritech and implemented based on business needs and contractual commitments.	Follows the industry accepted OBF EMI format for message exchange.	Follows the industry accepted OBF EMI format for message exchange.	Follows the industry accepted OBF EMI format for message exchange.	Follows the industry accepted OBF EMI format for message exchange.
Delivery Media	<ul style="list-style-type: none"> • Tape • Connect: Direct • Dial Up 	No change required	Implement Dial up	Implement Tape and Dial up.	No change required.
User Guide – media offer on	SBC/Ameritech User Guide to be available via the Internet.	Develop the SBC Usage Extract guide and Web presentation.	Develop the SBC Usage Extract guide.	Develop the SBC Usage Extract guide.	Develop the SBC Usage Extract guide.
User Guide – Publication notification process	SBC/Ameritech to supply a 60 day notification via the Accessible Letter process.	No change required.	CLECs will be notified through an accessibility letter 60 days in advance of any changes to EMI records that could impact them	CLECs will be notified through an accessibility letter 60 days in advance of any changes to EMI records that could impact them	CLECs will be notified through an accessibility letter 60 days in advance of any changes to EMI records that could impact them

As noted previously, locally negotiated records for service area-specific products will continue to be provided in the daily usage file. Details will be documented in the SBC/Ameritech user guide. Approved OBF guidelines, as appropriate, will continue to be implemented by SBC/Ameritech. Since the industry through OBF has the opportunity to change the essential records, SBC will document changes in the daily usage extract documentation and communicate via the accessible letter process.

Regional deviations as discovered will be included in the documents.¹¹⁶

Electronic Data Interchange (EDI)

All SBC/Ameritech service areas will use the EDI 811 transaction set, following an approved version of Telecommunications Industry Forum guidelines (currently Issue 9), for creation of resale bills. Use of the EDI 811 transaction set for resale bills is a commonly accepted industry practice, and will be available in the Ameritech service area in January 2001, in NB in April 2001, and in the SNET service area in October 2001. A common EDI 811 Users Guide will be published 10/2000¹¹⁷.

Table 24:

Function	Uniform Electronic Data Interchange (EDI)	Existing EDI Functionality by Region			
		SWBT	PB/NB	SNET	AMERITECH
Bill Format and Version	X12 EDI 811 TS implementation of a uniform approved version of TCIF Guidelines	Currently providing the selected uniform approved version of TCIF Guidelines – Issue 9.	PB – Currently providing the selected uniform approved version of TCIF Guidelines – Issue 9. NB – Will implement X12 EDI 811 TS using selected uniform approved version of TCIF Guidelines.	Will implement X12 EDI 811 TS using selected uniform approved version of TCIF Guidelines.	Will implement X12 EDI 811 TS using selected uniform approved version of TCIF Guidelines.
Industry Guidelines	An approved version of TCIF Guidelines – Currently Issue 9. At www.atis.org in PDF format.	TCIF Guidelines – Issue 9. Available at www.atis.org	PB – TCIF Guidelines – Issue 9. Available at www.atis.org NB – Will implement an approved version of TCIF Guidelines – Issue 9 or later.	Will implement an approved version of TCIF Guidelines – Issue 9 or later.	Will implement an approved version of TCIF Guidelines – Issue 9 or later.
Delivery Methodology	Provide delivery of data via Value Added Network (VAN) or Connect:Direct.	Will provide delivery of data via VAN or Connect:Direct.	Will provide delivery of data via VAN or Connect:Direct.	Will provide delivery of data via VAN or Connect:Direct.	Will provide delivery of data via VAN or Connect:Direct.
User Guide Availability	At www.sbc.com in PDF format.	Will be made available at www.sbc.com in PDF format.	Will be made available at www.sbc.com in PDF format.	Will be made available at www.sbc.com in PDF format.	Will be made available at www.sbc.com in PDF format.
Change notification	90 days for version X12, TCIF, or EDI generated changes (e.g., version or structure changes). 30 days for data related changes (e.g., new services billed).	Will conform to uniform change notification commitments.	Will conform to uniform change notification commitments.	Will conform to uniform change notification commitments.	Will conform to uniform change notification commitments.

¹¹⁶ Issue 171 (CLOSED)

¹¹⁷ Issue 178 (CLOSED)

Online Viewing/GUI

Access to the Bill Info application for viewing bill images within the SWBT service area will continue. There are no plans to expand it to other SBC regions.¹¹⁸

Product Billing System Alignment

SBC/Ameritech will modify its systems to provide consistent billing system orientation for unbundled network products. Billing systems in the Ameritech service area will be modified to align the billing for Line-Side Port unbundled products through a BDT bill format. This change will be completed in October 2001.

Table 25:

Product Billing System Alignment by Service area				
Product	SWBT	PB/NB	SNET	Ameritech
Resale Residence Basic Exchange	CRIS	CRIS	CRIS	ACIS/RBS
Resale Business Basic Exchange	CRIS	CRIS	CRIS	ACIS/RBS
Resale Complex Business	CRIS	CRIS	CRIS	ACIS/RBS
Interim Number Portability	CABS	CABS	CABS	ACIS/RBS
UNE - Port	CABS	CABS	CABS	CABS
UNE - Loop	CABS	CABS	CABS	CABS
UNE - Loop with Number Portability	CABS	CABS	CABS	INP: ACIS; LOOP: CABS
UNE - Loop with basic Port	UNE facility and Local Usage - CABS; Toll and DA - CRIS	CABS	Not Supported	To be Determined, Bill output will be BDT format
Unbundled Dedicated Transport	CABS	CABS	CABS	CABS
Blended/ Shared Transport	CABS	CABS	CABS	ACIS/RBS

¹¹⁸ Issues 35 and 176 (CLOSED)